

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	466	378	23%	▲
	Admits	97	151	-36%	▼
	Discharges	123	121	2%	
	Service Hours	662	1,808	-63%	▼
	Bed Days	1,766	2,163	-18%	▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	196	39.4%
	Residential Services	30	6.0%
<b>Mental Health</b>	Case Management	140	28.1%
	Outpatient	68	13.7%
	Residential Services	1	0.2%
<b>Forensic SA</b>	Case Management	63	12.7%

## Consumer Satisfaction Survey

(Based on 200 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ General Satisfaction		83%	80%	92%
✓ Overall		83%	80%	91%
✓ Access		82%	80%	88%
● Outcome		78%	80%	83%
● Recovery		72%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Client Demographics

Age	#	%	State Avg
18-25	42	9%	13%
26-34	106	23%	22%
35-44	108	23%	19%
45-54	124	27%	24%
55-64	60	13%	17%
65+	26	6%	5%

Ethnicity	#	%	State Avg
Non-Hispanic	240	52%	75%
Hisp-Puerto Rican	104	22%	12%
Unknown	103	22%	5%
Hispanic-Other	17	4%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Gender	#	%	State Avg
Male	262	56%	58%
Female	204	44%	42%

Race	#	%	State Avg
Black/African American	148	32%	16%
Other	113	24%	13%
Unknown	101	22%	3%
White/Caucasian	76	16%	66%
Asian	27	6%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	68	0%
Admits	9	14	-36% ▼
Discharges	2	8	-75% ▼
Service Hours	179	322	-44% ▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	38%	0%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		14	21%	30%	19%	-9%
● Stable Living Situation		52	76%	95%	83%	-19% ▼
● Social Support		21	31%	60%	65%	-29% ▼
● Improved/Maintained Axis V GAF Score		7	13%	75%	48%	-62% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		52	79%	90%	71%	-11% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	100%	75%	63%	25% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		74% 95%

On-Time Periodic	Actual	State Avg
6 Month Updates		64% 67%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 78%
✓ SA Screen Complete		100% 76%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99% 96%
✓ Valid Axis V GAF Score		99% 91%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

\* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Table with 4 columns: Measure, Actual, 1 Yr Ago, Variance %. Rows include Unique Clients, Admits, Discharges, and Service Hours.

Data Submission Quality

Table with 4 columns: Data Entry, Actual, State Avg. Rows include Valid NOMS Data, 6 Month Updates, Cooccurring MH/SA Screen Complete, and Valid Axis I/V Diagnosis/GAF Score.

Discharge Outcomes

Table with 7 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: Treatment Completed Successfully.

Recovery

Table with 7 columns: National Recovery Measures (NOMS), Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Rows include Social Support, Stable Living Situation, Employed, and Improved/Maintained Axis V GAF Score.

Service Utilization

Table with 7 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: Clients Receiving Services.

Data Submitted to DMHAS by Month

Table with 4 columns: Jul, Aug, Sep, % Months Submitted. Rows include Admissions, Discharges, Services, and a legend for 1 or more Records Submitted to DMHAS.

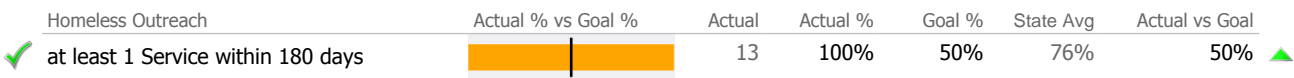


\* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	28	-43%	▼
Admits	13	27	-52%	▼
Discharges	11	16	-31%	▼
Service Hours	15	26	-42%	▼

Service Engagement



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>		67%

1 or more Records Submitted to DMHAS

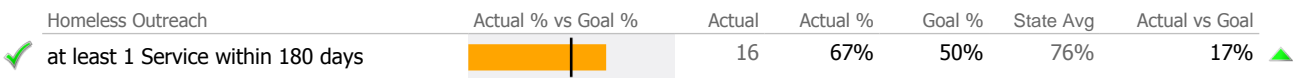


\* State Avg based on 38 Active Outreach & Engagement Programs

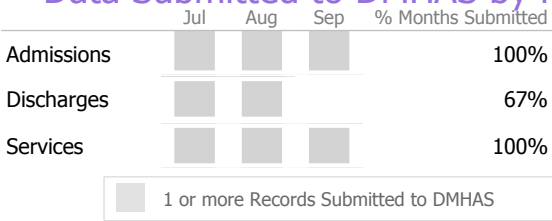
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	28	282%	▲
Admits	24	5	380%	▲
Discharges	26	2	1200%	▲
Service Hours	58	77	-25%	▼

Service Engagement



Data Submitted to DMHAS by Month



\* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	4	450%	▲
Admits	3	1	200%	▲
Discharges	11	1	1000%	▲
Service Hours	13	47	-72%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	0	1	67%
Discharges	1	1	1	100%
Services	1	0	0	33%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div><div></div></div>	16	73%	85%	82%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	9	82%	90%	86%	-8%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⬤ Below Goal

\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	28	11% ▲
Admits	15	19	-21% ▼
Discharges	16	12	33% ▲
Service Hours	59	121	-52% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	33%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	56%	50%	72%	6%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		30	97%	60%	59%	37% ▲
✓ Social Support		28	90%	60%	63%	30% ▲
✓ Stable Living Situation		31	100%	80%	35%	20% ▲
● Employed		5	16%	20%	14%	-4%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	67%	90%	78%	-23% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	51	-8%
Admits	19	28	-32% ▼
Discharges	27	33	-18% ▼
Service Hours	75	55	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	33%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■		67%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	18	67%	50%	72%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help	<div><div></div></div>	46	96%	60%	59%	36% ▲
● Social Support	<div><div></div></div>	22	46%	60%	63%	-14% ▼
● Employed	<div><div></div></div>	0	0%	20%	14%	-20% ▼
● Stable Living Situation	<div><div></div></div>	2	4%	80%	35%	-76% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	17	81%	90%	78%	-9%



\* State Avg based on 8 Active Standard Case Management Programs



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	181	8%
Admits	6	41	-85% ▼
Discharges	11	35	-69% ▼
Service Hours	263	1,161	-77% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	97%
Valid TEDS Data	100%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	4%	41%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■			33%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	27%	50%	56%	-23% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		112	57%	55%	50%	2%
Not Arrested		109	56%	75%	84%	-19% ▼
Self Help		31	16%	60%	19%	-44% ▼
Employed		6	3%	50%	39%	-47% ▼
Improved/Maintained Axis V GAF Score		14	8%	75%	53%	-67% ▼
Stable Living Situation		49	25%	95%	83%	-70% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	35%	90%	74%	-55% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	83%	75%	76%	8%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

## Women's and Childrens Residential Program

Community Renewal Team (CRT)

Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	38	-21% ▼
Admits	8	15	-47% ▼
Discharges	19	13	46% ▲
Bed Days	1,766	2,163	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	99%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	10%

Cooccurring	Actual	State Avg
MH Screen Complete	73%	95%
SA Screen Complete	73%	95%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	90%	100%
Valid Axis V GAF Score	90%	100%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	0	1	1	67%

1 or more Records Submitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	11%	70%	69%	-59% ▼
No Re-admit within 30 Days of Discharge		19	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	59%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		19	63%	70%	66%	-7%
Improved/Maintained Axis V GAF Score		11	50%	95%	87%	-45% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	160 days	0.7	91%	90%	95%	1%

> 10% Over
 < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

\* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs